greatcall
people you can count on™

The 5Star Responder®

5STAR Urgent Response™

Quick-Start Guide

Welcome to 5Star Urgent Response™ by GreatCall®.

With your new 5Star Urgent Response service, you'll receive immediate, reliable access to our Certified Response Agents who are trained to provide help in any situation - 24 hours a day, 7 days a week.

Please read this entire Quick-Start Guide carefully before you turn on or charge your 5Star Responder® device. We want to ensure that you get the most out of your 5Star™ service.

The following steps will guide you in activating your 5Star Responder.

Your 5Star Responder

1. **Call Button** – allows you to call the 5Star Response Center or 9-1-1.
2. **Speaker** – allows you to hear the 5Star Response Agent, 9-1-1 Operator, others conferenced in by 5Star and voice and tone signals.
3. **Service Indicator** – indicates the presence of wireless coverage and that the device is ready to use.
4. **Battery Indicator** – shows the device's battery strength.
5. **Accessory Clip** – allows you to attach the device to a purse, backpack, or other items.
6. **Keychain Attachment** – allows you to attach the device to a keychain or other items.
7. **Microphone** – picks up the sound of your voice for calls to 5Star or 9-1-1.
8. **Reset Responder** – ONLY use if you are instructed to do so by a GreatCall Customer Service representative.
9. **Power Button** – turns your 5Star Responder on and off.
10. **Charging Port** – connects the Battery Charger to the device.

Activating Your 5Star Service

To ensure that your 5Star service is activated successfully, it's important that you follow these simple steps when activating.

If you purchased your 5Star Responder by calling GreatCall directly, skip to Step 3.

Do not turn on or charge your device until you have set up your account. If you turn it on prior, the device will fail to activate. If the device failed, power off and start with Step 1.

Step 1: Gather required information before activation

To ensure that your activation process goes smoothly, you will need to have the following personal information ready when activating your service.

- Your name, address and phone number (your address must be a physical, U.S. based address, not a Post Office Box)
- The billing address, if different from your physical address
- Your email address
- A valid credit card
- Name and phone number of at least one emergency contact
- The 7 digit serial number located on the back of the device (the serial number is also located on the side of the box)

Step 2: Go online or call to set up your account

The best way to set up your account is online at: **www.greatcall.com/5StarActivate.** ***There will be a discount on your activation fee for activating online.***

Once online, follow these steps:

1. Enter device serial number and account information.
2. Enter all required payment information.
3. Enter an emergency contact.
4. Review customer emergency contact, charges and payment information.
5. Confirm account setup.

If you do not have access to the Internet, are a GreatCall customer wishing to add the 5Star Responder to your existing account, or need to activate more than one device, call 5Star Activation toll-free at **1-800-675-0158**. Be sure to have your information from *Step 1* handy.

Step 3: Turn on your 5Star Responder to activate

Now that your account is set up, your Responder can be turned on for the first time. To complete activation, follow these simple steps:

1. Remove the sticker from the back of your device and press the Power Button.
2. After a few moments, you will hear a voice prompt saying "Setting up Responder, please wait" followed by "Welcome to 5Star."
3. The Service Indicator on the top of your device will begin blinking green, indicating the device is working properly.
4. Once the device is turned on, you'll soon receive a phone call on your Responder confirming your activation. Simply press the Call Button to answer the call.

Congratulations! Your 5Star service is now activated.

The device is not ready for use until you hear “Welcome to 5Star” and the service indicator is blinking green.

If you hear a voice prompt saying “Unable to activate. See User Guide,” then your device has not been activated. Please call GreatCall Customer Service at 1-800-463-5412 if you hear this prompt.

Keeping your 5Star Responder charged

It's very important to always keep your Responder charged and with you, so you can be prepared in any situation. We recommend that you develop a habit of keeping your device charged and turned on so you can access help at the touch of a button. Out of the box, the device is only partially charged. It's important that you fully charge your device after activating:

1. To charge, plug the large end of the Battery Charger into a standard wall outlet and the small connector into the device with the word "Up" facing up. You will then hear a tone.
2. The Battery Indicator will blink green during the charging process. Once fully charged, it will remain solid green.
3. Unplug the Battery Charger. You'll hear a tone and the Battery Indicator will turn off to save power.

4. When the battery is low, the Battery Indicator will flash red and you will hear a repeating tone and voice prompt to charge your battery. The tone will repeat more frequently as the battery level decreases.
5. If the battery loses all of its charge, the device will power off. The Responder will power back on when it is connected to the Battery Charger.

Making a test call

There are two ways to make a test call:

1. **Online:** We recommend sending a test call to your device by logging into **MyGreatCall.com**.

    - If you do not have a GreatCall account, you will need to create one. Visit **MyGreatCall.com**, click on **"Register"** and follow the easy steps.
    - Once logged in, you will be brought to the **"5Star Overview"** page.
    - Then press the **"Send Test Call"** button.

2. **Call:** You can also call GreatCall Customer Service at **1-800-463-5412** to have a test call sent to your device.

More Information & Getting Support

The 5Star Responder includes within its packaging, a *User Guide* with extensive instructions to help you further. We encourage you to take the time to read through it now and keep it as a helpful reference.

For answers to other questions or support needs, you can:

1. Call us at GreatCall Customer Service at **1-800-463-5412**
2. Email us at **customerservice@greatcall.com**
3. Or write us at:

GreatCall Customer Service
P.O. Box 4428

www.greatcall.com

If you bought 5Star Urgent Response for a family member, or you're a caregiver, you should add the GreatCall Customer Service number (1-800-463-5412) to your personal contact list or cell phone.

You need to remember this phone number because there may be some unique circumstances when you'll need to urgently contact GreatCall Customer Service. The 5Star Response Center can only be contacted through the Responder.

5Star is not a substitute for 9-1-1. In the event of a critical emergency, always contact 9-1-1 immediately.

By subscribing to the 5Star Urgent Response service, you accept, without limitation or qualification, the Terms and Conditions of the *User Guide.*

Can you stay on the phone with me until I get to my car?"
"I just got home and the front door was wide open."
"I am completely lost. Can you help?"
"I hear a weird noise on my roof."
"A bee stung my gra
eed to reach my aughter at work."
"My Mom never came pick me up from scho
" I smell a gas leak."
"I've felt dizzy but never like this."
"Can you locate where my
I'm not sure if I should call 911."
"My husband is hav trouble breathing."
"Someone's breaking into
here's a stranger parked in our driveway."
" My arm is tingling
PKG5STARQSG—GRCCOBN
"We're on vacation and my husband chipped a tooth."
"Can you connect me to LiveNu
My car's been vandalized."